

FORMS AUTOMATION:

Project Description: Electronic Automation of Government Forms at a statewide level using a common process and a single 3rd party tool. (Funded through the R&T Grant Money)

Detailed Tasks:

- 1. Present to the State Government Council**
- 2. Approval by the Lotus Notes Steering Committee**
- 3. Establish Work Group to Gather Business Requirements (June 4, 2001 Start)**
- 4. Set up 4 Meetings to Gather Requirements:**
 - a. Examples:**
 - 1. Capture forms exactly as they are**
 - 2. Need Work Flow**
 - 3. Need to Print**
 - 4. Need a Forms Identifier**
 - 5. etc**
- 5. Work Group to consider how to identify and inventory:**
 - a. G2G (Government to Government)**
 - b. G2E (Government to Employee)**
 - c. G2C (Government to Citizen)**
 - d. G2B (Government to Business already completed by NOL)**
- 6. Work Group to Consider a common process and single tool to:**
 - a. Allow NOL, IMServices and Agencies to automate forms to the internet through a common process using a single 3rd party tool.**
- 7. Write RFI**
- 8. Issue RFI**
- 9. Work Group Evaluate RFI's**
- 10. Determine Purchase vs Trial**
- 11. Install and Test in the R&T Lab**
- 12. Recommendation White Paper**

R&T Lab Final Report on Domino.Doc:

IMSERVICES REPORT:

IMServices developed a pilot project effort to determine if the Lotus Notes product Domino.Doc was an application that could be used by our organization for document management.

At the base level Domino.Doc is a skeleton for document management. Domino.Doc makes no assumptions about how the end user manages documents. Domino.Doc relies entirely on the procedures and guidelines of the organization using the application, and to that end Domino.Doc is customizable. Domino.Doc in its simplest architecture parallels a library system. It can have several separate libraries, which contain a number of file rooms. The file rooms contain filing cabinets. The filing cabinets are organized by binders (folders). For an agency to adopt this product the analysis process would determine what types of libraries and filing cabinets are needed. For the application to be adopted a state level the same is true, only the politics and structure of the Domino.doc system would become more acute.

Through the course of the pilot we learned that a single copy of Domino.Doc is installed per Notes domain. Management is best when there is only one master administrator for the entire application with several library managers (it is recommended no more than five). If this practice is not followed, then all master administrators have access to all Domino.doc administrative facilities much like our mail domains, providing the opportunity for management and confidentiality issues to arise. The more library managers there are the more risk of communications and procedural issues arising. The role of the master administrator is to control the creation of libraries and assignment of managers. The role of library managers is to control the content and assign access rights within the library for such items as filing cabinets, binders, and document types.

The pilot while considering what a state level structure might be, did not spend much time in laying any groundwork for this structure. The pilot group feels that if this product is adopted for use by more than a couple of agencies, a more detailed analysis of the type of structure and use of document management should occur. The results of this analysis would provide guidance to the design of the system and the policies best suited for use on a state level.

Specific Issues for IMServices

In the course of the pilot project, it was determined that IMServices has a very loose policy for establishment of documents and the management of those documents. The process for document management is varied by the various sections within the organization. The Operations section, for example, use a document management process that requires all procedures needed for operating the mainframe computer system be in documents, while the Application section allows the managers discretion as to where

documents are stored. IMServices in most instances tries to make use of shared hard disk storage that provides links to various important documents.

In working with Domino.Doc it was noted that certain types of forms, if treated as documents, could be processed using Domino.Doc. One requirement for use would be that no reporting requirements are needed for the requested information. The only need would be the filing and management of the document. Another requirement would be that the document could exist in a draft form or be deleted if never approved. For example the travel request could be processed through Domino.Doc. The use of built-in document workflow could route the request and record the appropriate approvals.

Another recommended phase of implementation of Domino.doc would be that IMServices first establish policies that identify how documents are to be managed. Implementing any document management system will be much more successful and easier to accomplish if the appropriate analysis and design is done at the onset of the project.. The policy would contain, but not be limited to, the following topics:

- Determine hierarchy and filing structure
- Establish who will be creators/readers/editors/revisers of the documents
- Determine where documents are stored (hierarchy and file cabinet layout)
- Establish the types of access/security to documents needed (based on hierarchy and file cabinets)
- Determine guidelines for the types of documents that will be managed
- For each set of documents, decide the:
 - Type of information needed about a document type
 - Type of information about a grouping of documents
 - Steps that workflow/routing of documents for approval need
 - Steps that cover draft documents
 - Steps that cover final version documents

Another issue for IMServices is the migration of documents currently managed by a legacy system (OVVM Document library). During the course of the pilot many options were discussed on best solutions for migrating existing documents. These solutions ranged from downloading documents one at a time for printing and scanning back into the system in its formatted version, re-keying the documents, to finding an automated solution for batch reading of documents and downloading them to Domino.Doc.

A final discussion on the document issue facing IMS was how to determine the quantity (inclusion of organizational, team or personal, and current or historical documents) and how and who would determine the need. No one solution appeared to be the best and it may well be that a combination of the mention solutions is the right answer.

General Issues

For all participants the seemingly slow response from a Lotus Notes desktop client was a minor issue but could be considerable depending on the end users' requirements.

Because the typical user expects a fairly prompt response from PC application events, there could be some frustration with Domino.doc, which must conduct backend processing for document storage while the user waits. Users needing quick access to a document will be disappointed, as will users who must use the system repeatedly all day long.

For acceptance at a statewide level, the need for administration and the cost of a client access license for every user accessing Domino.doc are major issues. Training is always an issue. All too often we expect that users can intuitively learn a software product and that the cost of proper training will exceed the cost of unproductive initial and/or continuing usage. The acceptance and understanding of a document management policy may provide additional challenges with those who have not worked closely with the Records Management Division in recent years.

In summary, the pilot project has determined that Domino.Doc might be a solution to how IMServices and a limited number of other agencies manage their documents. We are aware that there are additional document management solutions available on the market. These have not been investigated.

Workers' Compensation Court Report:

The initial goal of the Workers' Compensation Court was to implement a Document Management environment that can be integrated with our current collaborative messaging environment of Lotus Notes Domino and our in-house built Oracle Case Management system. The Lotus Notes Domino.Doc had early appeal because it is a Lotus product and it is Lotus Domino based application. It was hoped that Domino.Doc could serve as the repository for E-Documents for the Court.

The Court has since discovered that the traditional Document Management as provided by Domino.Doc (versioning, check-in, check-out) is not what is needed to create an integrated Case Management, Document Management, Records Management, and eventually an Electronic Filing system. The documents stored in this integrated system are primarily "final" documents that once stored in the repository will not be changed. The Court is now considering the use of Adobe PDF Digitally Signed documents as the key document format that will be used for "final" documents that will may be made available publicly. For internally shared documents various formats are needed, such as WordPerfect, Quattro Pro, Word, Excel, PDF's, etc.

Domino.Doc has the ability to store meta-data about a document. As testing was performed it was also discovered that the meta-data of Court "final" documents is currently stored in the Oracle Case Management system and was being duplicated in Domino.Doc.

Testing of Domino.Doc discovered the following issues:

- 1.ODMA support is lacking. Lotus Domino.Doc ODMA only supports Corel

Wordperfect Office Suite 8 with no future support for later versions of Corel WordPerfect Office Suite. The Court is currently moving to version 10. While Microsoft Word is currently ODMA compatible, Microsoft Excel is not.

2. Response time across a Wide-Area Network using a single T1 line and Token-Ring is extremely slow. We were experiencing 30 to 60 second wait times.
3. Domino.Doc provides at least three different interfaces for accessing the Document Repository. The Lotus Notes Client interface was the slowest

At this time, the Workers' Compensation Court will not pursue Lotus Domino.Doc any further for its Document Management / Records Management needs.

The Workers' Compensation Court is currently studying other product and will share those results when available